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Nota di contenuto	Cover ; Title Page ; Copyright ; Preface; Contents; Figures and Tables; Summary; Acknowledgments; Abbreviations; CHAPTER ONE: Introduction; Background and Purpose; General Overview and Context; Approach and Organization of the Report; CHAPTER TWO: Evolving Models of Urban Refugee Responses; From Camps to Urban Areas; From Humanitarianism and Development to Resilience- or Not; A Framework for Coordination of the Crisis; Short- Versus Medium-Term Planning; Parallel Versus Integrated Services; Internationally Versus Nationally Lead Funding to International Entities Versus Funding to National Entities Focus on Refugees Versus on Host Communities; Summary; CHAPTER THREE: An Overview of Coordination in Jordan and Lebanon; Who Is Involved; Governments; UN Agencies; Donors; NGOs; The Private Sector; Refugees; Host Communities; Comparison of Goals and Priorities; Coordination Structures; Budgeting and Money Flows; Information; Discussion; Strengths of Coordination Structures and Approaches; Challenges and Gaps of Coordination Structures; Summary; CHAPTER FOUR : Recommendations

Improve Donor Coordination by Creating a "Contact Group" for the Syrian Refugee Response Led by the U.S. Department of State; Embed a Ten-Year Outlook in the Planning Process for the Refugee Responses in Jordan and Lebanon; Create a Funding Plan with Ten-Year Vision; Evaluate Current Plans and Develop New Plans in Jordan and Lebanon for Each Sector (1) Based on Needs Assessments, (2) Using the "Approach Areas" as a Framework, and (3) Transferring Responsibility to National Entities as Appropriate

Invest in Capacity of Governments, Municipalities, National Civil Society, and the Private Sector to Take Greater Roles; Invest in Government Financial Accountability Systems; Streamline the International Coordination Structures and Funding Channels in Jordan and Lebanon; Establish and Maintain Clear UN Agency Roles and Responsibilities; Include Refugees in Coordination of the Refugee Response and Improve Communication to Refugees; Roll Out a Municipality Prioritization and Coordination Effort; Engage the Private Sector in Coordination in Relevant Areas

Seek Opportunities to Coordinate Both Refugee Needs and Host-Country Development Goals in Program Design

APPENDICES ; A. Coordination in Six Sectors ; B. Interview and Focus-Group Protocols; References

Sommario/riassunto

"This report focuses on identifying ways to improve coordination of international and national entities managing the Syrian refugee response in urban areas in Jordan and Lebanon, particularly in the legal, employment, shelter, water and sanitation, health, and education sectors. This report makes several contributions to the existing literature on this topic. First, it assesses the management model of a complex emergency response in urban areas in middle-income countries; most existing literature about humanitarian responses focuses on camps in weak states. Second, it brings together views of a broad spectrum of stakeholders to provide a comprehensive, multidimensional analysis of management of the Syrian refugee crisis in Jordan and Lebanon in particular. Third, this study presents a new framework for planning, evaluating, and managing refugee crises in urban settings, both in the Syrian refugee crisis as well as other such situations going forward. Fourth, it provides concrete recommendations for how to better support the needs of Syrian urban refugees in Jordan and Lebanon and for how to rethink refugee-assistance coordination around the world for improved effectiveness in the future. This study drew on multiple methods: a literature review; interviews in Jordan and Lebanon with officials from donor countries, UN agencies, host governments, and nongovernmental organizations (NGOs); telephone interviews with international experts; and focus groups with refugees"--Back cover.
